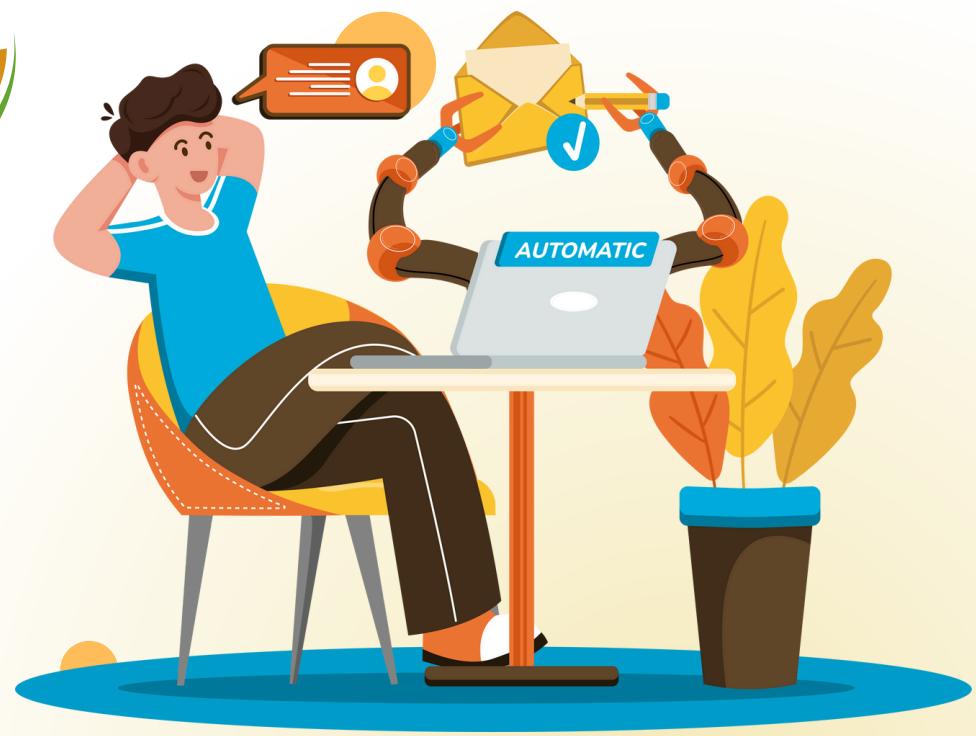
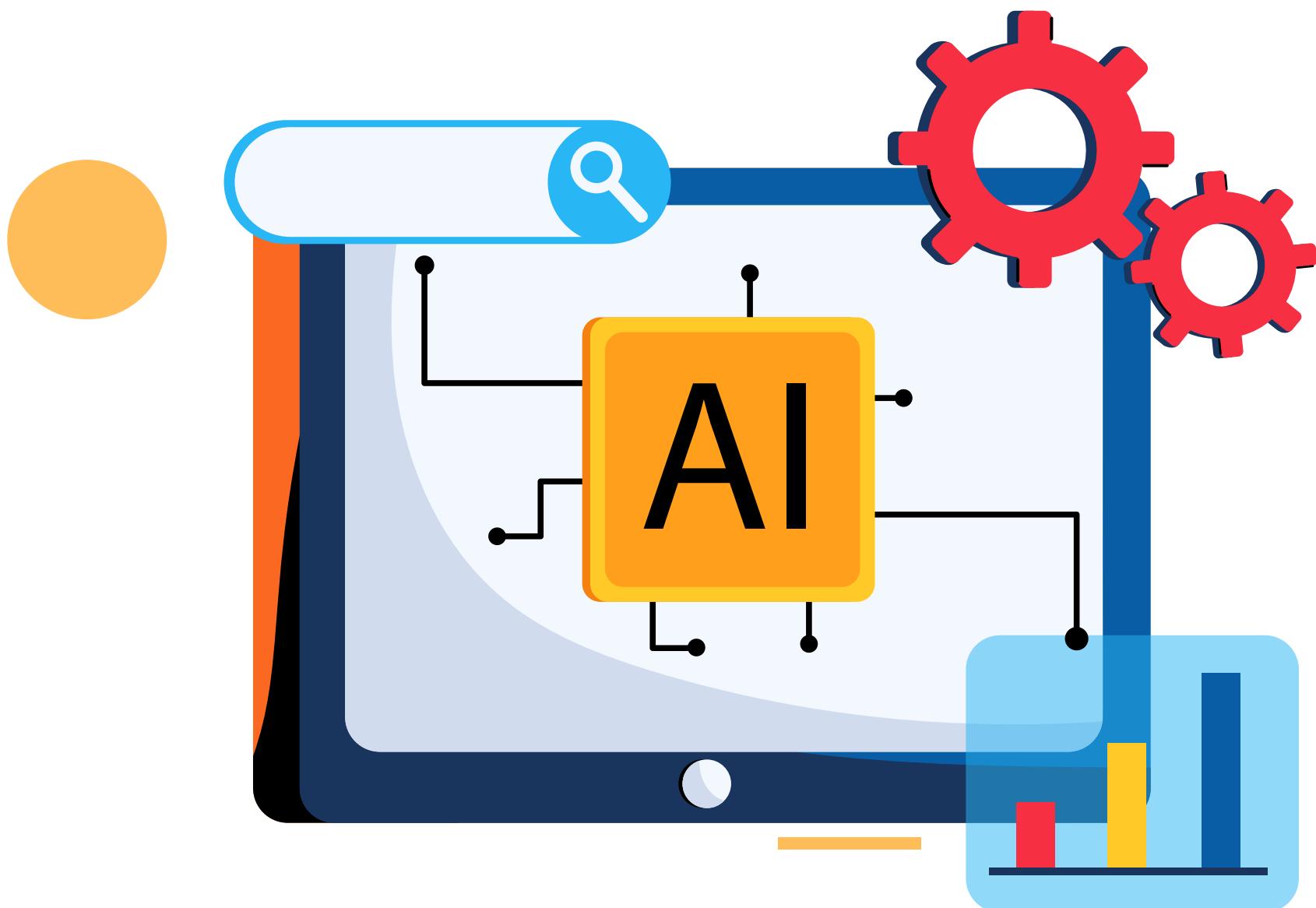




Prarambh 2025

AI-Powered Citizen Grievance Redressal System

Samadhan AI



Team Details:

Team Name: Samadhan AI

Dhruv Chaturvedi

Pawan Thakur

Aditya Narayan

Garima Mishra

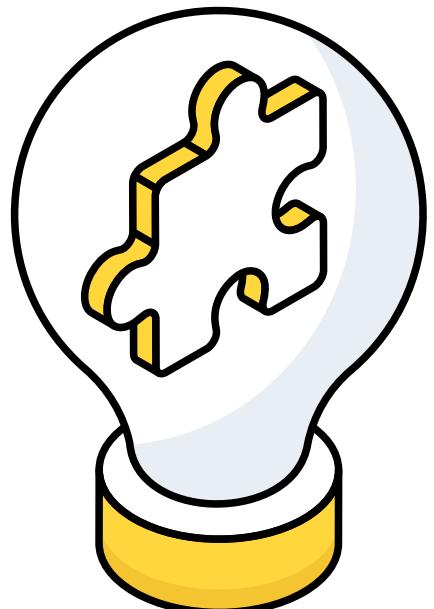


Problem ?

Every day, thousands of citizens from across Uttar Pradesh and from all corners of India – attempt to raise their voices through the CM Helpline 1076.

But there's a major disconnect.

- A woman in rural Maharashtra may only speak Marathi.
- A farmer from Tamil Nadu may not know Hindi or English.
- Many don't know how to type, let alone explain their issues clearly in written form.
- This language and accessibility gap is not just a technical problem – it's a barrier to justice, inclusion, and response.



Language Barriers
Across Regions

Typing & Digital
Literacy Challenges

Manual Complaint
Sorting & Delays

Lack of Sentiment
& Priority Detection

One-Size-Fits-All Responses
(No Context Awareness)

HELP
BEFORE
IT'S TOO
LATE



Idea & Solution

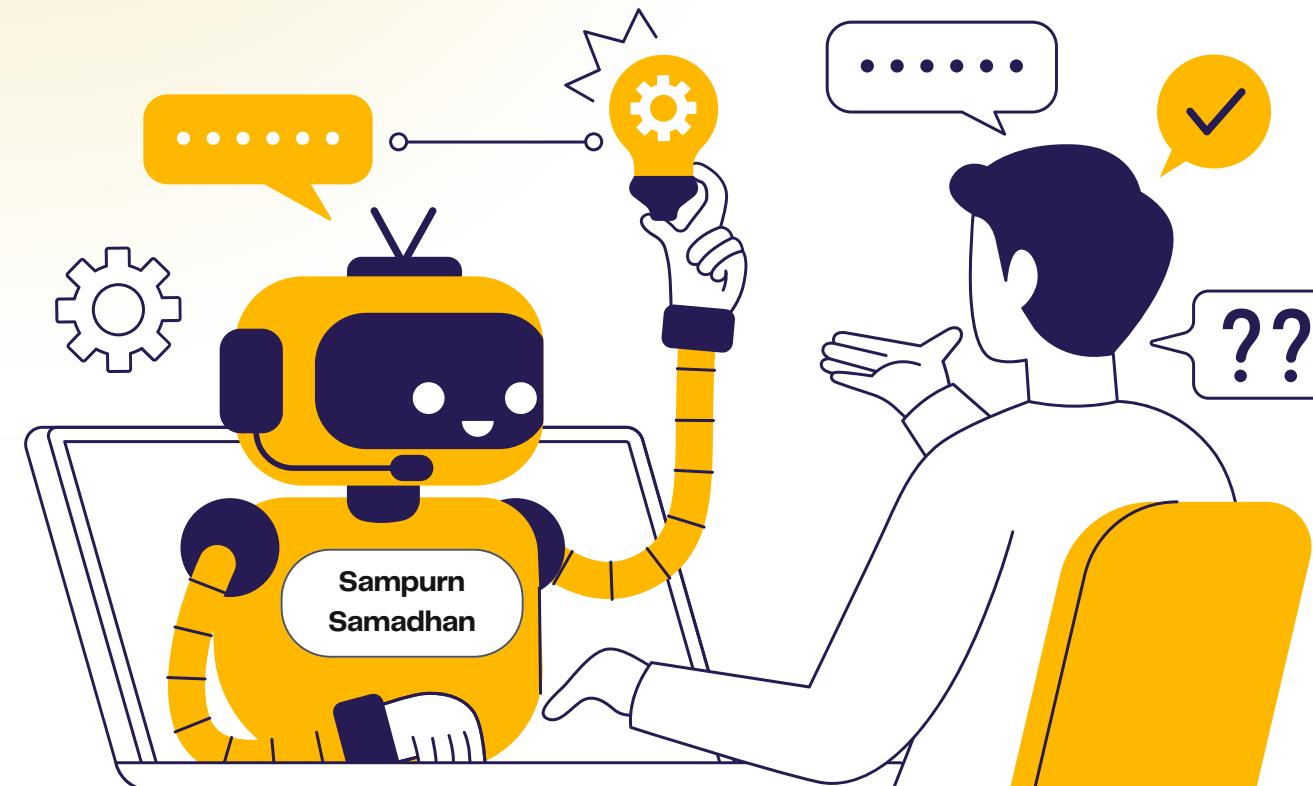
Brainstorming

Citizens across India are trying to report serious local issues — but language, typing, and tech barriers silence many voices.

We asked: How can we make grievance redressal truly accessible — no matter the language, literacy level, or emotion involved?

Idea

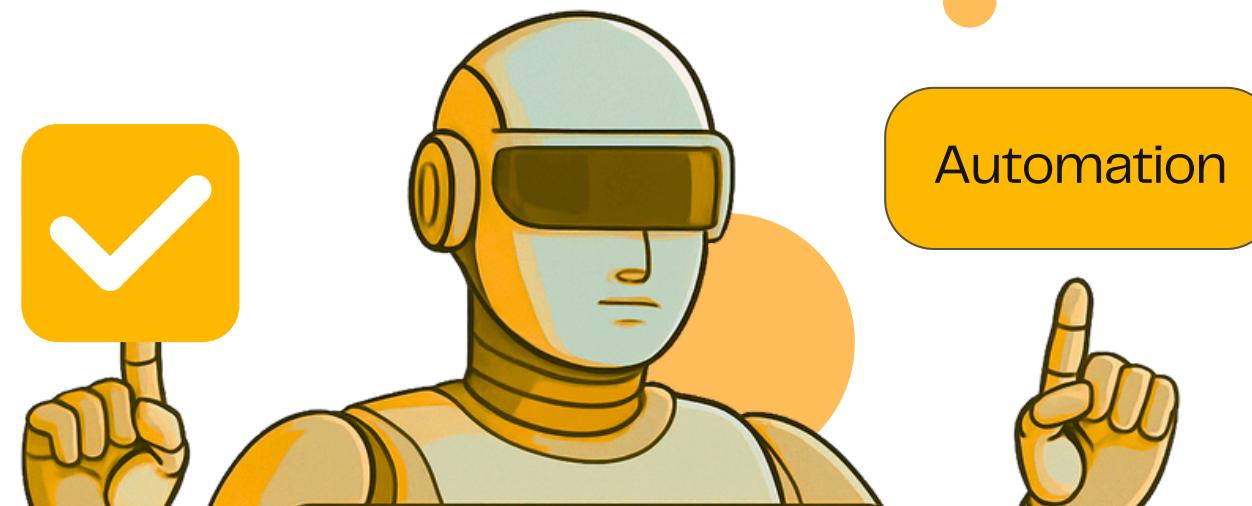
- What if people could just speak their problems in their own language?
- What if AI could understand emotion, urgency, and route complaints automatically?



Automation
Speak. Analyze.
Resolve.

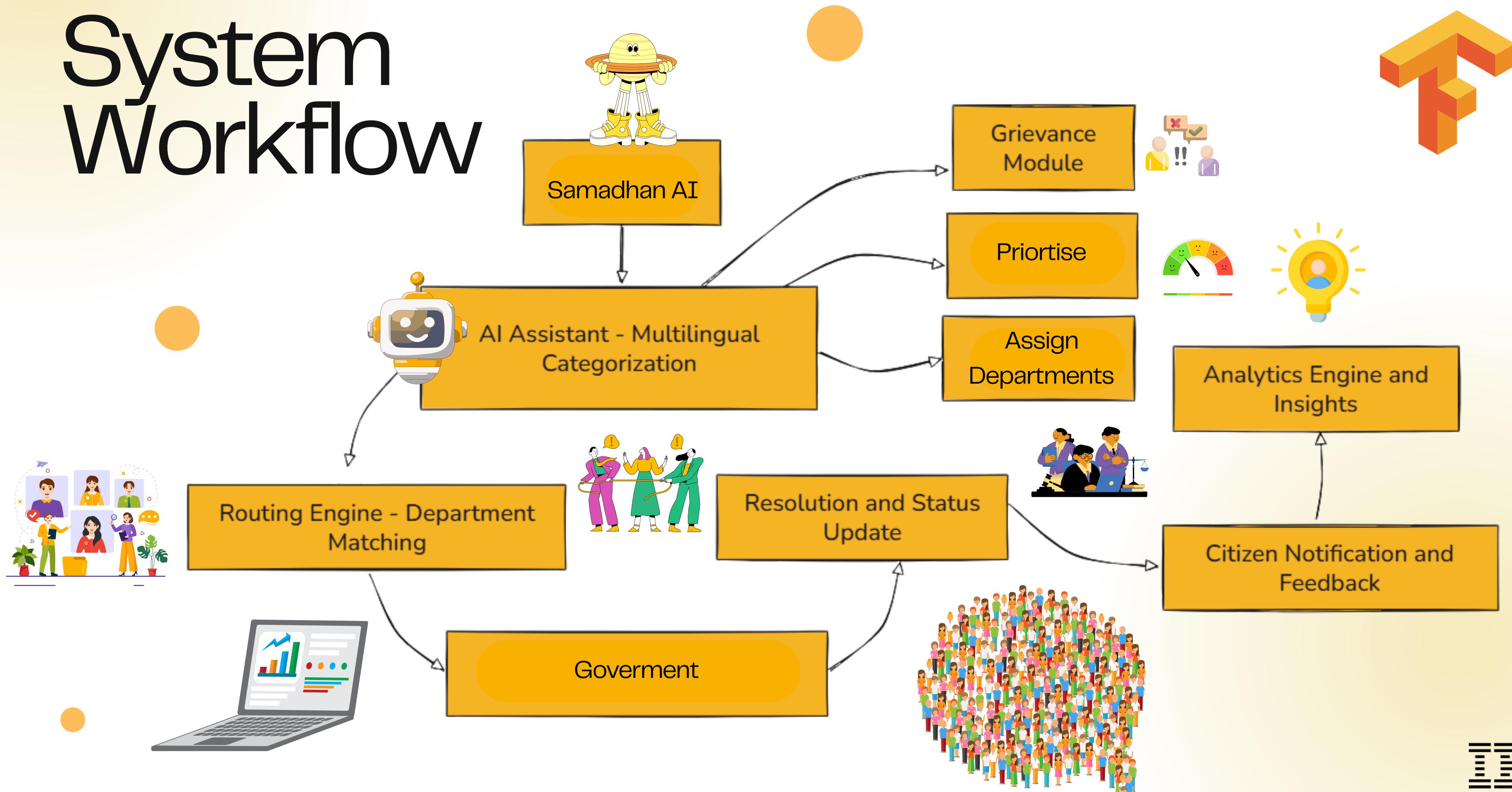
Language.
Emotion. Action.

Listen.
Understand. Act.





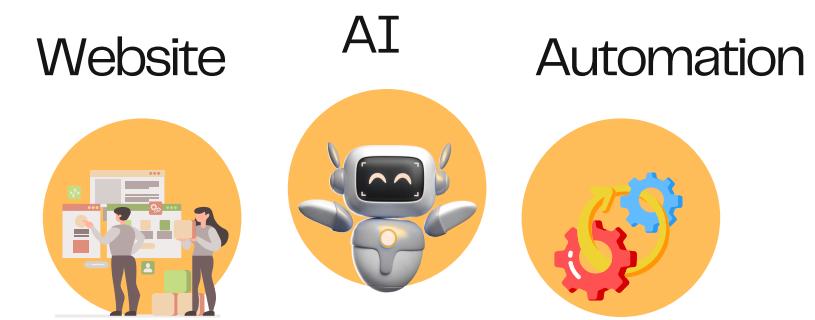
System Workflow





MVP

The interface includes a top bar with 'Samadhan AI Assistant' and connection status. Below is a 'Welcome to Samadhan AI' section with a microphone icon for voice support and text input fields for various queries like traffic issues and healthcare complaints. At the bottom is a 'Real-time Analytics Dashboard' showing resolution rates, average response times, and departmental performance charts.



The dashboard features a main 'Government Services Dashboard' with real-time metrics: Total Complaints (2,847), Resolved Today (156), Pending Review (89), and Active Users (1,247). It also includes a 'Real-time Complaints' section with a live feed of citizen complaints and a 'System Load Monitor' showing active users and queue size.

What we already Innovated?

- Admin Intelligence: Dashboards with data insights, trends, and performance metrics
- Multilingual AI Assistant: Supports voice/text queries in regional languages
- Smart Automation: Auto-categorizes issues and routes them to the right departments
- Live Updates & Feedback: Real-time tracking, citizen ratings, and escalations



Tech Stack

Design & Wireframing

Tool	Usage
Figma	UI/UX Design
Excalidraw	System Diagrams
Visily (AI)	Auto Wireframing

User Interfaces

Role	Interface
Citizen	Web / Mobile
Admin (Gov)	Dashboard
Health/Agri	Expert Portal

AI & Agent Layer

Tool	Purpose
IBM WATSONX	Reasoning, Categorization
LangChain	Agent Orchestration
Web Speech API	Voice Output
Whisper	Speech Input (STT)

Data & Storage

Data Type	Storage
User Auth	Firebase Auth
Complaints	Firestore DB
Media Files	Firebase Storage
Logs & Status	Firestore / JSON

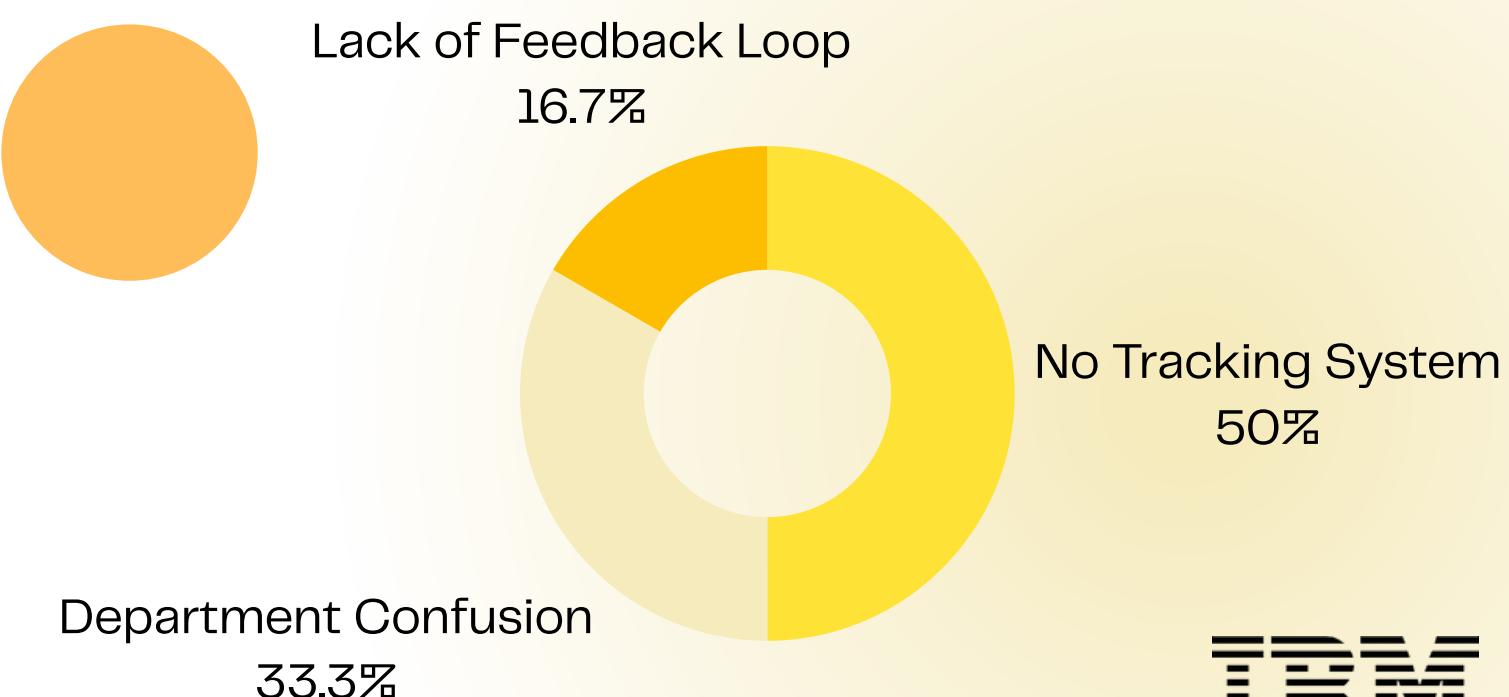
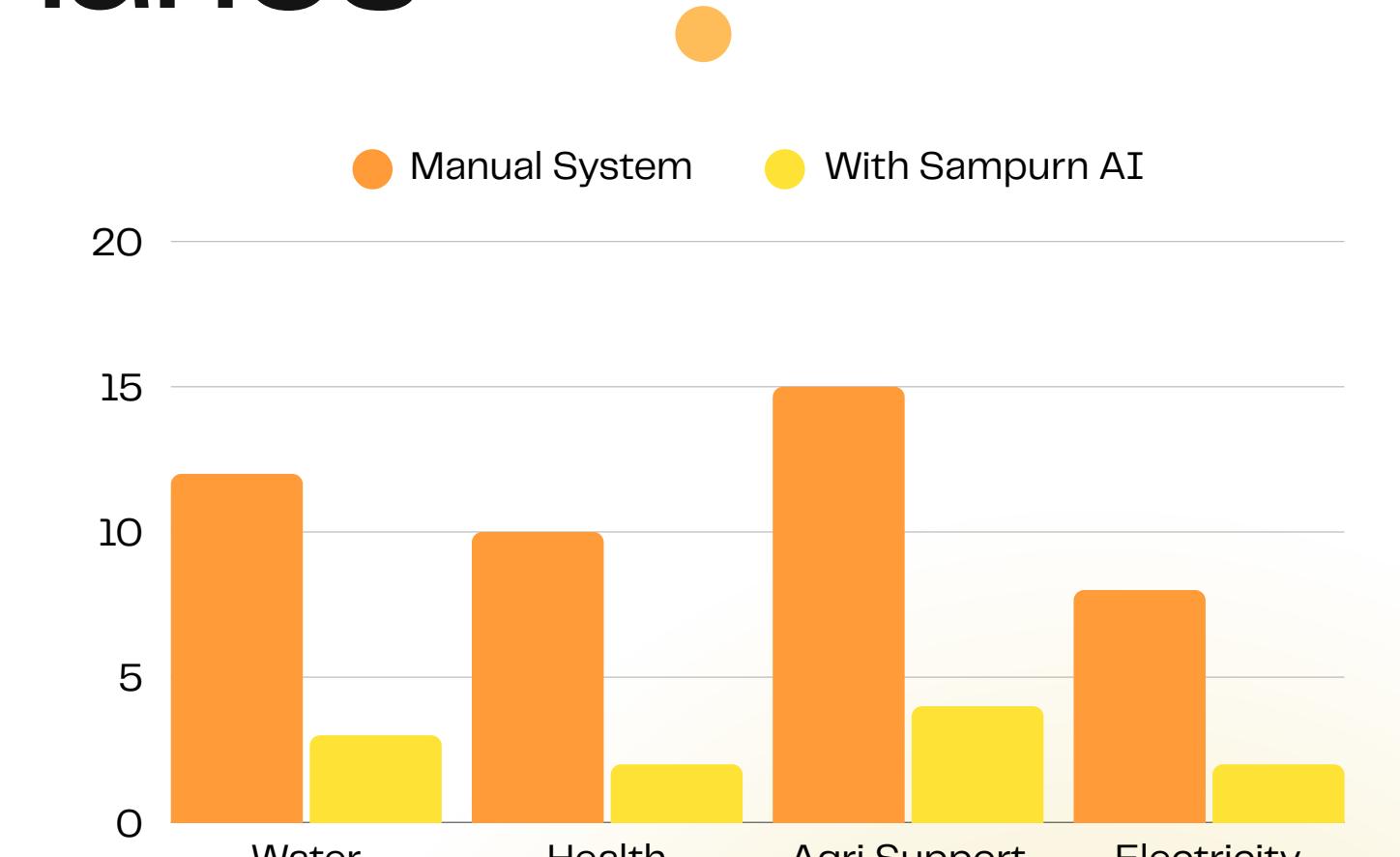
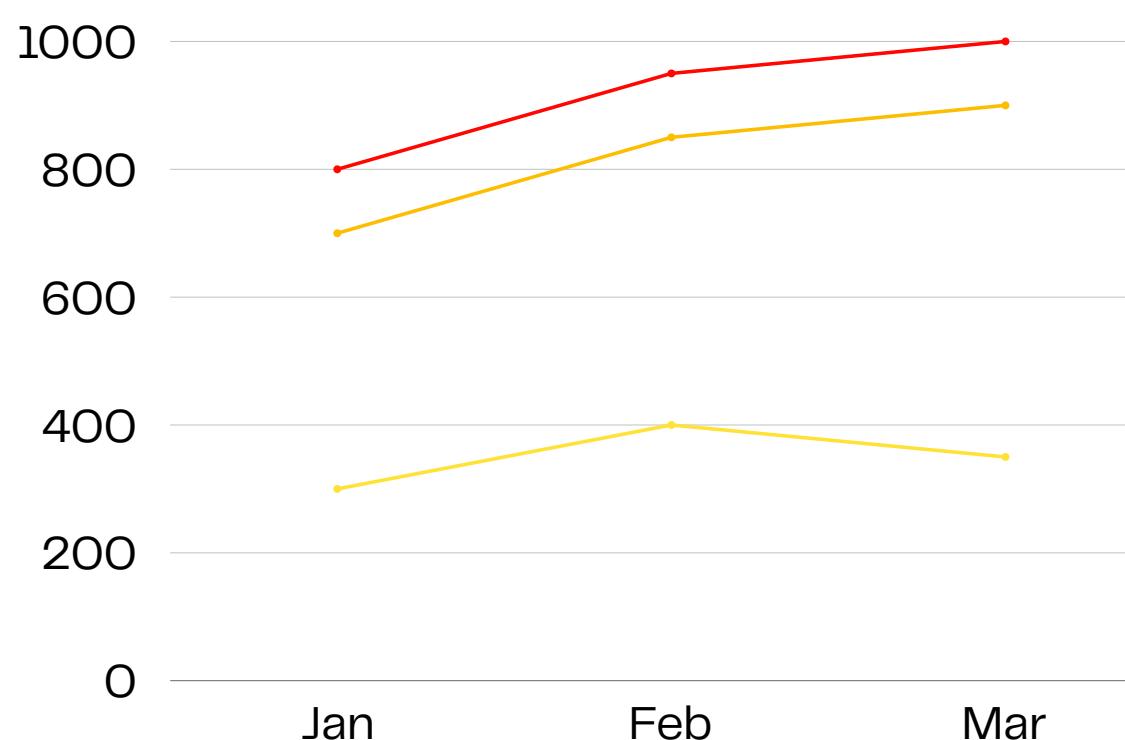
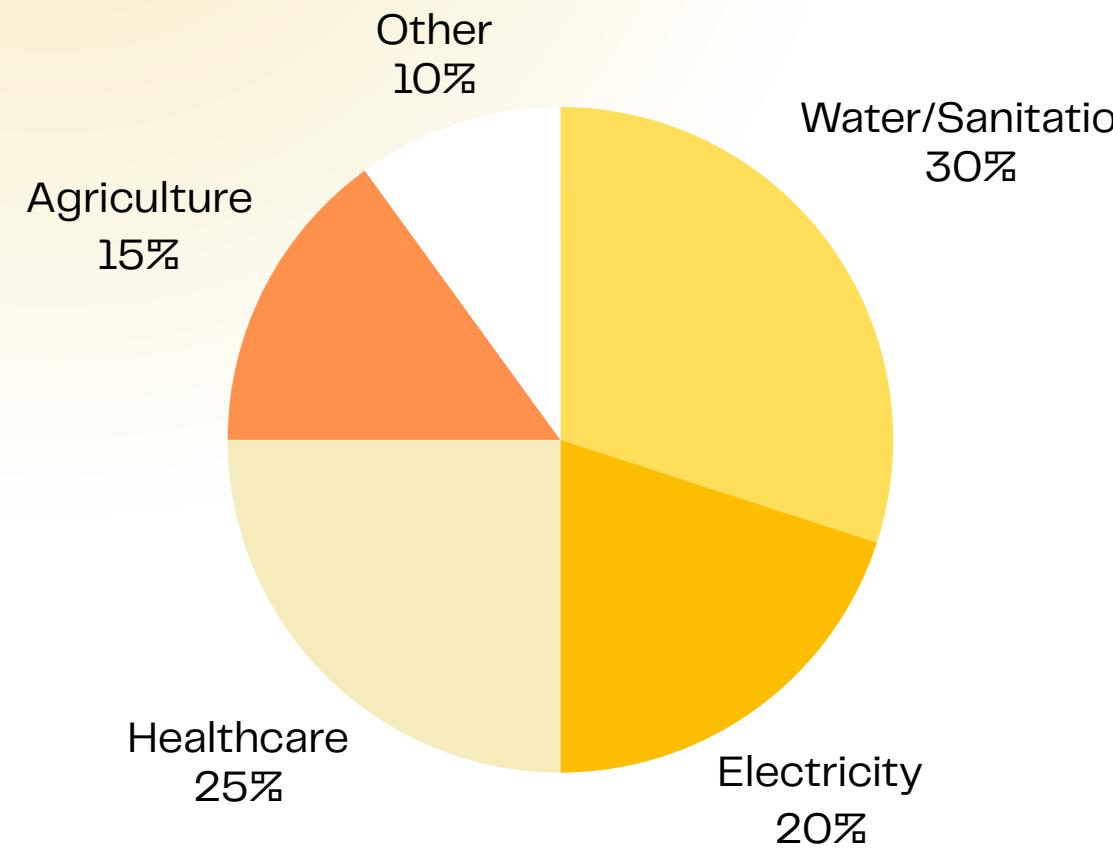
Core Microservices

Module	Tech Stack
Complaint System	Flask / Firebase
Agri Helpdesk	RAG + LangChain
Routing Engine	Python + Logic





Real-World Scenarios





Impact & Innovation

Why Sampurn Samadhan Matters

Sampurn Samadhan brings a transformative shift in public service delivery. By merging automation with inclusivity, it ensures faster, smarter, and accessible governance for every citizen.

Intelligent Automation

Reduces manual workload by automating complaint categorization, routing, and status updates.

Unified Citizen Platform

Combines grievance redressal, health, and agriculture support into a single accessible system.

Inclusive Governance

Supports regional languages and voice input, making services accessible to all citizens.

Data-Driven Decisions

Provides real-time analytics for government to identify trends and plan efficiently.



Future Version of Samadhan AI



Long-Term Vision

Samadhan AI will evolve into a nationwide AI backbone for citizen services, self-learning, multilingual, and deeply embedded into local governance infrastructure.

- Supports image-based issue detection (e.g., damaged roads), voice/video chat, and real-time translations.
- Connects with Aadhaar and DigiLocker for faster form auto-fill, scheme access, and identity validation.
- AI predicts potential issues in a region before they arise, enabling proactive governance.
- Integrates with panchayat & municipality data to offer location-specific solutions.



Conclusion

“Samadhan AI is building the future of public service – where technology meets empathy, and language is no longer a barrier to justice.”

Thank You

**The only limit is
the imagination.**